



Clerk of Council Operations Update

March 31, 2026 – Work Session



We do amazing.

Presentation Agenda

Our Team

Clerk of Council's Role

Duties & Services

The Past Year in Action

Improvements

Operational Enhancements

Strategic Approach

GMCA Board Retreat

Our Commitment

Our Team

Clerk of
Council

Deputy Clerk
of Council

Assistant
Deputy Clerk

Administrative
Support
Specialist

Support Clerk



The Vital Role of the Clerk of Council

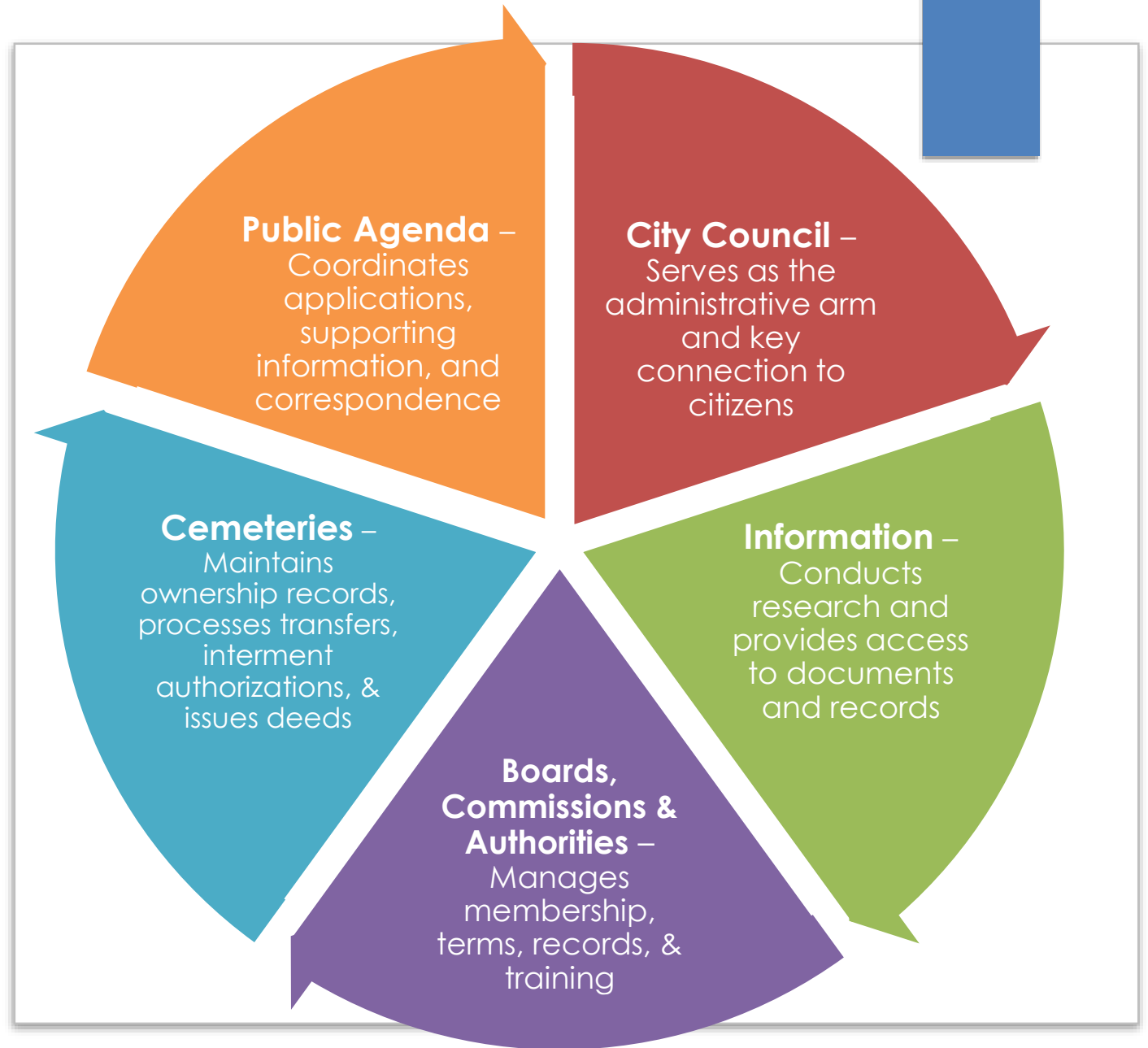
The Clerk of Council is the essential backbone of local government — bridging our citizens, city departments, and our governing body while upholding integrity, accountability, transparency, and trust.

We are the core of effective government.

Key Functions

- ▶ Supports City Council as its administrative arm
- ▶ Maintains official records and ensures compliance with legal requirements
- ▶ Facilitates public access to information and government processes
- ▶ Coordinates boards, commissions, and public meetings
- ▶ Manages critical documentation

Services Provided by the COC's Office

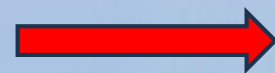


Council Meeting – Time Analysis

(March 25, 2025 – March 24, 2026)

- **31** meetings held
- **139** hours spent in meetings
- **139** additional hours spent rewatching recordings to prepare minutes
- **475** documents approved
- **134.6** hours (approximate) spent processing, signing, scanning, uploading & cataloging documents (**17** minutes each)

Total documented time: 412 hours (approximate)



Equivalent to 10.3 work weeks

Important Note:

This total does not include the substantial additional time required to prepare agendas and supporting documentation, manage the public agenda process and correspondence, or respond to document and information requests associated with each meeting.

What Does It Take to Be a City Clerk?

Attention to Detail

Strong Focus & Organization

Empathy & Patience

Objectivity & Professionalism

Confidence & Accountability

Adaptability & Openness to Change

Problem-Solving & Creative Thinking

Ability to Build Strong Working Relationships

Drive & Motivation

A Genuine Love for Your Community





The Past Year in Action: Clerk of Council's Office

Our Focus Areas for Improvement:

- ▶ Strengthening operations through team collaboration
- ▶ Enhancing our connection with citizens
- ▶ Contributing to the overall success of CCG



Identifying Needs:

Citizens

City Council

CCG Departments

Boards, Commissions & Authorities

Operational Enhancements

 Assessed existing processes

 Eliminated duplicative tasks and inefficiencies

 Simplified workflows

 Redistributed duties for better efficiency

 Developing Standard Operating Procedures (ongoing)

Strategic Approach



THINKING OUTSIDE THE
BOX



BEING PROACTIVE
RATHER THAN
REACTIVE



WORKING SMARTER,
NOT HARDER



WELCOMING
RECOMMENDATIONS
AND FEEDBACK

Key Resources



Research



Networking




Social Media



Training

2026 Georgia Municipal Clerks Association (GMCA) Board Retreat





Our Commitment Moving Forward

We remain committed to striving for excellence and continuous improvement by embracing new ideas and working together for the betterment of our community.



QUESTIONS